

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT : Lundy LEWIS  
SERIAL NUMBER : 09/577,231  
FILING DATE : May 23, 2000  
FOR : METHOD AND APPARATUS FOR COMPONENT TO SERVICE MAPPING IN SERVICE LEVEL  
MANAGEMENT (SLM)

CONFIRMATION No.: 3634  
EXAMINER: David E. England  
ART UNIT: 2443

**RESPONSE TO NON-FINAL OFFICE ACTION**

**Mail Stop Amendment**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Non-Final Office Action mailed **November 10, 2009**, please amend the above-identified application as follows:

**Amendments to the Claims** begin on page **2** of this paper.

**Remarks/Arguments** begin on page **17** of this paper.

It is not believed that extensions of time or fees for net addition of claims are required beyond those that may otherwise be provided for in documents accompanying this paper. However, if additional extensions of time are necessary to prevent abandonment of this application, then such extensions of time are hereby petitioned for under 37 C.F.R. § 1.136(a), and any fees required therefore (including fees for net addition of claims) are hereby authorized to be charged to our Deposit Account No. 033975 (Ref. No. 019287-0317297).